

Setting up the Audio Conference

Reservations are required during normal business hours.

In an effort to improve our accuracy in providing and billing CTS telephone and Web conferencing services, we have launched a new online Conferencing Services order form and standardized the ordering process.

Two critical pieces of information are your CTS Customer ID/Agency ID number and account ID. If you are not familiar with these two numbers, please check with the authorized purchasing representative or your telecommunication coordinator within your agency. You may also contact [Mary Jackson](#) 360.407.9049 for those numbers. Please be sure to submit your completed application.

Your application will go to the service desk, the billing group (DES), and then to the conference operators to set up your call. The operator will contact you when she receives your application.

- Reservations are made on a first come, first served basis.
- Reservations can be made up to eight weeks in advance. They will also be taken immediately prior to the conference, if conference space is available and you have a current account.
- Standing reservations can be accommodated on a weekly or monthly schedule.
- To make reservations call the State Operator at (360) 902-3310. Please provide:
 - Your name
 - Number of people in your conference
 - Date
 - Time
 - Anticipated length of call
 - The originator is responsible for notifying all participants in advance of the scheduled conference call.

Extra feature:

- Auto Extend ports – subject to availability.

Cancellations/Rescheduling/ Modification:

- Cancellations and rescheduling must be made 1 hour before the conference call is initiated to avoid charges.
- To modify a conference call, allow 1 hour before the conference call begins.

State operators (360) 902-3310

More information:

CTS conference website:

<http://cts.wa.gov/products/communications/conferencingAudio.aspx>

Application only:

http://cts.wa.gov/products/forms_online/conferencing_form.aspx

Tips:

What to do if your Conference needs additional Ports? When you hear the announcement: "This conference has reached its maximum capacity, please contact the meeting organizer for additional information", please let the recording start 3 times, and enter the # sign 3 times. This allows the CTS Conference Operator to answer the bridge and manually place you into the call.